

August 8, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced using CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you – without reservation or doubt - the ultimate impact it has made on my ability to use the telephone.

A friend of mine demonstrated a new Ultratec CapTel phone that allows a deaf/hard-of-hearing person to talk **and** read text messages simultaneously, unlike of any current TTD relay services available in the existing market. My wife and I were so excited about it. In no time wasted, we contacted Ultratec next morning requesting them to send us a CapTel phone. Using this CapTel phone in trial basis has made our lives so much easier than we had experienced in the past. Shortly afterwards, I requested for another one for my work place. Thus, for us there would be no more waiting for responses/answers/questions between parties (a receiver and a sender must wait in turn), no more re-dialing due to automated touch-tone technology (TTD had to redial every time a deaf/hard-of-hearing individual requested information such as "Press 1 for Customer Service"), no more worrying about time consuming efforts using VCO or 2LVCO or normal TTD relay services, and no more worrying about paying additional cost using 2LVCO because it requires two separate phone lines!

This device has improved my work performance tremendously, and in fact, has improved my working relationship at Metavante Corporation. My supervisor was very pleased to see this new technology readily available. She mentioned me that she would rather to listen to my voice instead of any types of TTD relay services. So are my family and friends. Allow me to explain why the CapTel phone is better than VCO and/or 2LVCO method. There is no need for me to dial a TTD number requesting a relay service to call me back with another phone line in order to conduct a 2 line communication. I stopped using it because it is not effective as well as efficient usage of my work productivity. Using CapTel phone has improved my telephone usage by 200%!

With most respect and consideration please accept my personal request for the sake for my wife and I, and for all deaf/hard-of-hearing individuals; I would like to see CapTel become a permanent, primary full-time service provider!

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service.

Sincerely,

Michael & Christina Schiro